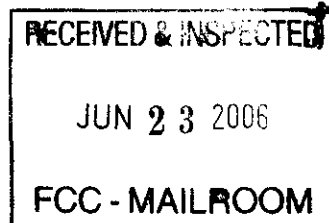




STATE OF CONNECTICUT
Commission on the Deaf and Hearing Impaired
67 Prospect Avenue, 3rd Floor Hartford, CT 06106-2980



June 20, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03- 123

Dear Ms. Dortch:

Enclosed is the State of Connecticut's Annual Telecommunications Relay Service Complaint Log summary. This submission fulfills the mandates established by the Federal Communications Commission.

If you have any questions or require additional information, I can be reached at (860) 231-8756.

Sincerely,

Stacie J. Mawson
Executive Director

SJM:cfr

Enclosures

cc: Patricia Reilly, Supervisor of Technical Analysis - Telecommunications
Connecticut Department of Public Utility Control

Mike Finneran
Account Manager - Relay Connecticut

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Connecticut Relay Service – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: 30

Connecticut Log Report of Complaints: June, 2005 - May, 2006 (30 complaints)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/30/05	Caller said agent did not follow his instruction when he asked for a supervisor. Caller said agent referred him to Customer Service instead. C.S. Response: Apologized for the problem. No follow up with caller required.	06/30/05	CA said that the Inbound customer had hung up and the Outbound customer requested a supervisor. The call was about to timeout and disconnect so the CA gave the customer the 800 Customer Service number to dial before the call dropped off.
07/11/05	The voice person who was upset stated that she received a call thru relay for the first time and assumed the call was a telemarketing call because the relay announcement was announced extremely fast and did not explain how the relay service works. Stated that agent told her that agent told the caller that you have disconnected (she was still on line). Wanted to know if we could trace the call to specific agent and the caller because of the personal information she provided caused her of great concern and she needed to contact the caller. No follow up needed.	07/11/05	Apologized for the poor experience she had received and explained the overview of relay protocol and the scripts that agents used in various situation. The customer now has a better understanding how relay works and felt that this was something that agent should have told her. Requested her to get the agent id for a follow up next time.
07/19/05	Customer stated that frequently s/he received garbled message and wished that we "get rid of turbocode". This has been brought up to our attention for years and nothing is being done about it. Suggested to the customer that a notation will be made to his customer note instructing the agent to disable turbocode and assured the customer Customer Service would be notified. Customer refused the offer and emphasized that turbocode be removed from relay permanently. Customer did not wish a follow up.	07/19/05	Discussed the possibility of permanently disable turbocode within the system for each caller with Sprint Customer Service and was informed that it was not possible at this time.
07/19/05	Agent xxxxF would not repeat the address after the Outbound call (long distance) was disconnected. Attempted to explain that Agent was correct for not providing such information once the outbound caller has disconnected and explained that CA adhered to agent protocol in this regards. Caller disagreed and felt this was "stupid." No follow up necessary.	07/19/05	Agent was correct for not providing the information requested after disconnection. Agent followed proper procedure.
07/28/05	VCO caller concerned about call this morning. Caller had answered the call and there was no answer from relay. Caller repeated a hello but still no answer. Agent did not remember call. Recommended additional VCO training with the trainer. Additional training will take place. Called customer that agent was going to receive additional VCO training. Customer was happy to hear. Entered	07/28/05	Tech was able to reach the customer on 8/22 at 930am and they made several test calls with no problems including no garbling. Customer said the real problem was garbling NOT being disconnected. She said it has been fine every since she opened the ticket and agreed to close the ticket.

Connecticut Log Report of Complaints: June, 2005 - May, 2006 (30 complaints)

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07/11/05	The voice person who was upset stated that she received a call thru relay for the first time and assumed the call was a telemarketing call because the relay announcement was announced extremely fast and did not explain how the relay service works. Stated that agent told her that agent told the caller that you have disconnected (she was still on line). Wanted to know if we could trace the call to specific agent and the caller because of the personal information she provided caused her of great concern and she needed to contact the caller. No follow up needed.	07/11/05	Apologized for the poor experience she had received and explained the overview of relay protocol and the scripts that agents used in various situation. The customer now has a better understanding how relay works and felt that this was something that agent should have told her. Requested her to get the agent id for a follow up next time.
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07/28/05	VCO caller concerned about a call they were making about 10:30am this morning. They had just dialed to relay and was in the process of having relay call for them when the call just dropped. Caller is wondering if the relay operator hung up or if there is a technical issue. Agent did not remember the call. Contact customer several times and left messages.	07/28/05	Same resolution as the above.
07/31/05	Customer said the agent disconnected the caller around 9pm on July 28th. Customer was the outbound line at the time the call was disconnected. Apologized for inconvenience and said customer contact would be filled out.	07/31/05	Agent was in training at time of complaint. Reviewed proper procedures with agent. Spoke to customer and informed customer that supervisor reviewed VCO procedures with agent.
07/31/05	Customer said agent disconnected them on July 30th about 3:45pm. Apologized to customer and said customer contact would be filled out. Agent did not remember the call. Agent will be going through additional training with the trainer on VCO procedures.	07/31/05	Reviewed proper procedures with agent. Spoke to customer and informed customer that supervisor reviewed VCO procedures with agent.
08/13/05	A CT TTY user complained that during a call she had to wait a lengthy amount of time between the time she typed "GA" to the time she got a response. Apologized for the problem and gave caller the account manager name and number. Customer did not request follow up.	08/13/05	Trainer coached the agent on the importance of remaining focus and answering calls in a timely manner. Agent understands. No F/U requested.
09/07/05	Inability for CapTel unit to reach data toll free #	09/07/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. Conducted test calls. This disruption caused some consumer calls not to be able to reach our Captioning Center.
10/03/05	TTY customer was upset that CA would not repeat after being asked to do so several times. Customer stated his TTY was garbled and could not understand CA typing. Customer felt CA was ignoring him.	10/03/05	Met with CA. CA did remember call. CA stated that message was continually garbled. CA took steps to adjust typing such as disabling turbo and reducing typing speed. CA sent macro to indicate message was garbled. Customer hung up. Supervisor feels CA demonstrated proper procedure in this call.
10/06/05	Disconnect/Reconnect during calls	10/06/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email and letter with tips to reduce their occurrence.

07/28/05	VCO caller concerned about a call they were making about 10:30am this morning. They had just dialed to relay and was in the process of having relay call for them when the call just dropped. Caller is wondering if the relay operator hung up or if there is a technical issue. Agent did not remember the call. Contact customer several times and left messages.	07/28/05	Same resolution as the above.
07/31/05	Customer said the agent disconnected the caller around 9pm on July 28th. Customer was the outbound line at the time the call was disconnected. Apologized for inconvenience and said customer contact would be filled out.	07/31/05	Agent was in training at time of complaint. Reviewed proper procedures with agent. Spoke to customer and informed customer that supervisor reviewed VCO procedures with agent.
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10/06/05	Disconnect/Reconnect during calls	10/06/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email and letter with tips to reduce their occurrence.

12/02/05	CT VCO customer called in to say CA 3036F types like she's dyslexic and has bad spelling, also does not respond to the customer. Customer believes the CA needs more training and testing. Customer Service apologized to the customer. Customer does not want follow up.	12/02/05	Spoke with agent about this call. Agent said she made one typo and corrected it however customer asked for a new agent. This agent has great typing speed as well as accuracy and has never had such a complaint like this before.
12/22/05	CT VCO customer states they are having garbling problems during their calls. Customer said this has been going on for about a week. Customer Service apologized and turned in TT 910344. Customer would like follow up.	12/22/05	Called the customer on 1/14/06 to follow up and see if garbling was still occurring. Informed him that according to trouble ticket 910344 there were no problems on our end, and he confirmed
01/17/06	Customer is with the South Beach Fire Department. Received a call from a TTY user and didn't understand the service and so called to complain. He wants us to inform the CT Fire Department what we are (dispatch had never heard of us). Did not want an explanation of Relay from me but was mad – someone could have died because the operator would not speak directly to him. Wants a call back and literature.	01/17/06	This was not an emergency call – CA 6018 had called me over and I had listened in on the call he complained about – CA did an excellent job. Explained how the relay service works.
01/18/06	Disconnect/Reconnect during calls	01/18/06	Explained the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email
02/02/06	Disconnect/Reconnect during calls	02/03/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why
02/27/06	Billing - General	02/27/06	Customer declared long distance carrier of choice in order to eliminate long distance call blockage.
03/08/06	Customer gets garbling on his Blackberry when he tries to connect to the CT Relay. Customer using a Blackberry with RJ45 jack connected with a Compac C by Ultratec. Apologized. TT 1288874 was opened. Follow up requested.	03/08/06	Customer contacted Ultratec Customer Service and got it resolved with some technical help.
03/08/06	CT Voice caller complains agents don't know how to process cell phones, and the operators don't know how to speak good English and keep asking him to spell and repeat basic words. Apologized, explained cell phone usage with relay, let customer know that agents may ask for repeat or spelling in order to clarify as they are required to type everything heard. Customer declined contact.	03/08/06	Customer declined to contact. So this is considered closed.
03/15/06	She is with a customer who is trying to make a call through Connecticut Relay and every time they call they are unable to complete the call. They are able to connect to an operator and type the number to dial, after that they receive no response back. This has happened several times over the past several days. AM to follow up on this.	03/15/06	Account Manager called the customer and it has been resolved.

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03/17/06	Caller is stating that people are calling her home phone nbr and are getting relay ct not her she tried dialing out once today and was connected to relay ct instead of the nbr she dialed out today stated the palm started this afternoon do not know why this is happening nbrs are not even close will open a technical ticket and have it looked into caller does want a call back.	03/17/06	Customer Service representatives called the customer and requested to call back. She has not called back so it is now considered closed.
03/22/06	Agent hung up on my friend during the conversation and could not read what they were typing to me.	03/24/06	Met with agent, but she does not remember this call, and stated she would not hang up on a customer. Coached agent on the severity of hanging on customers, which can lead up to some
03/29/06	VCO customer reports garbling problems recently Relay sending garbled messages to VCO (advised Trouble Ticket would be entered) T.T. 1401713 Customer requests contact.		Technician checked the issue and found nothing was wrong. Contacted the customer.
04/18/06	Caller said agent on the call was very difficult to work with as she had a very heavy accent and caller could not understand her much of the time. Caller would ask to have words repeated and agent would not repeat anything just kept saying "agent unable to engage in conversation." Caller felt that since the agent was not clear that clarification should be done so she could understand what was being said. Caller said that agent needed to be coached on this issue. Follow up with customer not required.	04/18/06	CA was not an issue at the present time. Could not determine specific CA on call. Issued blanket reminder to all regarding repeating information.
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/24/06	VCO customer called to complain that the relay agents are not connecting properly as VCO. Even when she types "VCO" they do not seem to open the VCO bridge. Apologized for inconvenience. Tested line and it is branded VCO.	04/24/06	Tried to contact the customer but to no avail. Account Manager sent her a letter letting her know if the issue has been resolved. If not, let him know.
5/10/2006	Disconnect/Reconnect during calls	05/11/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
05/22/06	CT voice customer called in to say they are receiving fraud calls through our service. Customer Service apologized for the problem. Customer does not need follow up.	05/22/06	Customer Service educated customer on the policies of relay, and faxed them a tip sheet.
05/24/06	CT VCO user complains she gets Spanish messages, garbling, and no GA's, and people hang up on her. Apologized, explained I will alert the technicians to look into the problems. Customer does want contact with resolution.	05/24/06	Customer service got customer's info as she has an Ultratec 1040 and her turbocode needed to get it off. It worked. Resolved.

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5/10/2006	Disconnect/Reconnect during calls	05/11/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
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